

# AN INTRODUCTION TO VOLUNTEERING FOR CYCLING WITHOUT AGE SCOTLAND

<u>CONTENTS</u>	<u>PAGE</u>
Introduction – including Guiding Principles	2
1: Chapter Captain	4
2: Volunteer Trishaw Pilot	5
3: Volunteer Trishaw Co-Pilot	6
4: Volunteer Trishaw Co-Passenger	7
5: Chapter Administrator	8
6: Maintenance Provider / Mechanic	9
7: Volunteer Pilot Trainer	10
Next Steps	11

# AN INTRODUCTION TO VOLUNTEERING FOR CYCLING WITHOUT AGE SCOTLAND

**Cycling Without Age Scotland's Volunteers  
really do transform lives.**

## INTRODUCTION

**Cycling Without Age Scotland** (CWAS) is an intergenerational project that helps people who are isolated or have mobility issues to get outdoors. Without volunteers of all ages, aptitudes, abilities, skills and interests, CWAS simply could not deliver this unique, free experience.

Our volunteers transform lives and combat loneliness and isolation by enabling people to enjoy the benefits of the outdoor environment through trips on Trishaws. But there's more than that: the rides provide social interaction, enable new friendships, improve health and well-being and integrate communities. Every volunteer plays a vital role.

When it comes to the rides themselves, not only do the passengers benefit; so too do the volunteer Trishaw Pilots. They do so, not just by being outdoors, enjoying some of the most beautiful scenery that the UK has to offer and improving and/or maintaining their fitness, but also by playing a key role in this outstanding and heart-warming social and community experience.

**The concept is simple, but the benefits are profound.**

CWAS is founded on the following guiding principles:

### GENEROSITY

Generosity permeates every single activity in Cycling Without Age Scotland and works its magic at many different levels.

### SLOWNESS

Slowness enables you to sense the environment and be present in the moment; it allows people you meet along the way to be curious about Cycling Without Age Scotland.

### STORYTELLING

We share stories, are privileged to listen to the stories of our passengers then document these (with permission), sharing them via word of mouth or on social media with the worldwide community of Cycling Without Age.

### RELATIONSHIPS

We create a multitude of new relationships across all borders in our society.

### WITHOUT AGE

Age presents no boundaries in Cycling Without Age Scotland; we engage with all age groups and enable people to age in a positive context – fully aware of the opportunities that lie ahead.

CWAS' activity throughout Scotland is carried out by "Chapters", each Chapter representing a geographical area. Volunteers are recruited locally from a Chapter's area, so they really do play an important role in their own community.

CWAS is all about giving pleasure and fulfilment to all involved in its activities. But we also have to ensure that those activities are undertaken in a thoroughly responsible, ethical, consistent and, above all, safe way. So there are a number of policies and procedures that need to be observed in the operation of a Chapter, and especially in delivering Trishaw rides. These include Health and Safety, Incident Reporting, Equality and Risk Assessing. All these policies are available from CWAS head office, as is training in their implementation, which volunteers must undertake as appropriate.

What this document focuses on, however, is ensuring that you know what is required of Volunteers. Hopefully that will help you decide the way/s that you can support us that most suit you. Each Cycling Without Age Scotland volunteer will be associated with an individual chapter, though there may be circumstances in which a volunteer is a member of more than one chapter. There are seven roles in which someone may volunteer, and an individual may volunteer in more than one. It all depends on your interests and how much time you can give. The Chapter Captain will be able to give you more information about the kind of commitment of your time that would most benefit the Chapter.

The seven volunteering roles are:

1. **Chapter Captain**
2. **Trishaw Pilot**
3. **Trishaw Co-Pilot**
4. **Trishaw Co-Passenger**
5. **Chapter Administrator**
6. **Maintenance Provider / Mechanic**
7. **Trishaw Trainer**

On the following pages we've detailed, for each volunteer role, the description, any training involved, the main tasks and the preferred skills, qualities and experience. However, it's important to stress that the most important criteria are enthusiasm and the willingness to learn and to be part of a team. In whatever roles you wish to volunteer, before you start activities with us, you'll be required to:

- **Complete a Volunteer Application Form**
- **Provide two references**
- **Undertake and complete a PVG check, essential for any volunteer who will come into contact with vulnerable people.**

CWAS' head office will guide you through the completion and submission of your PVG check (PVG is "Protecting Vulnerable Groups", a membership scheme managed and delivered for the Scottish Government by Disclosure Scotland).

**Please now read on to see which aspect of volunteering for CWAS works best for you – and "next steps" are explained on page 11.**

## 1: CHAPTER CAPTAIN

<p><b>Role</b></p>	<p>The Chapter Captain is responsible to CWAS for ensuring that the Chapter carries out all its activities in accordance with CWAS' policies and procedures. S/he will be the primary point of contact within the Chapter for CWAS and any other communicants and the principal point of referral for all volunteers in the Chapter. It is normally the Captain who initially contacted CWAS with a view to setting up a Chapter in their local area and who signs the licence agreement with CWAS but may be another delegated member of the Chapter.</p>
<p><b>Training</b></p>	<p>Unless also wishing to be a Volunteer Trishaw Pilot, the Chapter Captain is not required to undertake the 5-stage Trishaw training. But s/he will be expected to attend a Captains' induction/information seminar and to observe all procedural and/or policy requirements communicated by CWAS.</p>
<p><b>Main Tasks</b></p>	<ul style="list-style-type: none"> <li>• Setting up the Chapter, signing the licence agreement with CWAS and ensuring that the Chapter operates in accordance with all relevant CWAS policies and procedures in all its activities;</li> <li>• Gathering, maintaining and building local support, especially in fundraising and communications, marketing and PR – all in partnership with and as guided by and agreed with CWAS;</li> <li>• Arranging and agreeing Trishaw storage local to the Chapter;</li> <li>• Recruiting and selecting volunteers and delegating roles in accordance with relevant CWAS policies, which may be updated and/or amended from time to time;</li> <li>• Leading all members of the Chapter with enthusiasm and commitment to ensure that they derive the maximum fulfilment from their support for the Chapter.</li> </ul>
<p><b>Skills, qualities and experience</b></p>	<ul style="list-style-type: none"> <li>• Absolute commitment to CWAS' guiding principles and to the promotion and progression of CWAS, both locally and nationally, as a highly respected organisation and brand;</li> <li>• Good interpersonal and organisational skills;</li> <li>• Enthusiastic, with the ability to relate to people, to listen and to communicate.</li> </ul>

## 2: VOLUNTEER TRISHAW PILOT

<p><b>Role</b></p>	<p>A Volunteer Trishaw Pilot is the cyclist who is responsible for all aspects of preparing for and conducting a ride, post-ride duties (e.g. required records) and promoting awareness of, encouraging support for and maintaining the reputation of Cycling Without Age Scotland. The decision as to whether a Co-Pilot is required on the ride should be based on the route assessment.</p>
<p><b>Training</b></p>	<p>The Pilot must complete the 5-stage training as detailed in the Trishaw and Pilot Handbook, which may be amended/updated from time to time and covers:</p> <ol style="list-style-type: none"> <li>1. Getting to know the Trishaw</li> <li>2. The Passenger's Experience</li> <li>3. Trial Runs</li> <li>4. First Rides</li> <li>5. Conducting route and risk assessments</li> </ol> <p>followed by a final assessment.</p>
<p><b>Main Tasks</b></p>	<p>A Volunteer Trishaw Pilot's main tasks include:</p> <ul style="list-style-type: none"> <li>• Choosing (in line with the Chapter's policies) the ride's route and risk-assessing it;</li> <li>• Checking and ensuring that the Trishaw is in roadworthy condition before undertaking the ride and when the ride is complete;</li> <li>• Responsibility for the safety and well-being of the passenger/s, the Pilot him/herself, all other people who interact during the ride and the Trishaw itself;</li> <li>• Responsibility for the enjoyment of all concerned, especially the passenger/s;</li> <li>• Record-keeping as required, e.g. logging and recording the ride, including incident and/or accident reporting, and reporting to the Chapter Captain any challenges encountered during the ride and/or any mechanical faults.</li> </ul>
<p><b>Skills, qualities and experience</b></p>	<p>A Volunteer Trishaw Pilot must:</p> <ul style="list-style-type: none"> <li>• Be aged 16 or over;</li> <li>• Be responsible, patient and empathetic;</li> <li>• Operate to the level trained and to high standards and be a good time-keeper;</li> <li>• Be reliable, enthusiastic and a team player;</li> <li>• Be able to listen, communicate and relate to all people with whom s/he interacts, especially passengers in all categories;</li> <li>• Be committed to the progress of the Chapter and to CWAS.</li> </ul>

### 3: VOLUNTEER TRISHAW CO-PILOT

<p><b>Role</b></p>	<p>A Volunteer Trishaw Co-Pilot accompanies Trishaw rides using their own bike or one provided by the Chapter. Their role is to help passengers to board and disembark the Trishaw, ride alongside the Trishaw, assist with checking the route ahead and provide general help when needed and especially in the event of an incident.</p>
<p><b>Training</b></p>	<p>A Volunteer Trishaw Co-Pilot is not required to undertake the same training as a Pilot but will be briefed by appropriate members of the Chapter so that s/he develops a clear understanding of the responsibilities of the Pilot and the key knowledge of the operation and maintenance of the Trishaw.</p>
<p><b>Main Tasks</b></p>	<p>A Volunteer Trishaw Co-Pilot's main tasks include assisting the Pilot with:</p> <ul style="list-style-type: none"> <li>• Risk assessing suitable routes for Trishaw rides;</li> <li>• Checking and ensuring that the Trishaw is in roadworthy condition before undertaking the ride and after the ride;</li> <li>• Ensuring the safety and well-being of the passenger/s, the Pilot, the Co-Pilot him/herself, all other people with whom the Pilot, Co-Pilot and passengers may interact during the ride and the Trishaw itself;</li> <li>• Ensuring the enjoyment of all concerned, especially the passenger/s;</li> <li>• Record-keeping as required, e.g. logging and recording the ride, including incident and/or accident reporting and reporting to the Chapter Captain any challenges encountered during the ride and/or any mechanical faults.</li> </ul>
<p><b>Skills, qualities and experience</b></p>	<p>A Volunteer Trishaw Co-Pilot must:</p> <ul style="list-style-type: none"> <li>• Be aged 16 or over or, if under 16, accompanied by a responsible adult; (note that the responsible adult may be the trishaw's pilot)</li> <li>• Be patient and empathetic;</li> <li>• Be reliable, enthusiastic and a team player and support the Pilot so that s/he can operate to the level trained and to high standards;</li> <li>• Be able to listen, communicate and relate to all people with whom s/he interacts, especially passengers in all categories;</li> <li>• Be committed to the progress of the Chapter and to CWAS.</li> </ul>

#### 4: VOLUNTEER TRISHAW CO-PASSENGER

<p><b>Role</b></p>	<p>A Volunteer Trishaw Co-Passenger accompanies a passenger undertaking a Trishaw ride, provides a befriending role and ensures that the passenger gets maximum enjoyment and is comfortable and safe throughout the ride. The Co-Passenger will also assist the Pilot in all ways possible and appropriate, e.g. helping the passenger to board and disembark the Trishaw.</p>
<p><b>Training</b></p>	<p>A Co-Passenger is not required to undertake the same training as a Pilot but will be briefed by appropriate members of the Chapter so that s/he develops a clear understanding of the responsibilities of the Pilot and the key knowledge of the operation and maintenance of the Trishaw.</p>
<p><b>Main Tasks</b></p>	<p>In addition to a primary focus on supporting the passenger, a Volunteer Trishaw Co-Passenger could be expected to assist the Pilot with any appropriate activity, including:</p> <ul style="list-style-type: none"> <li>• Risk assessing suitable routes for Trishaw rides;</li> <li>• Checking and ensuring that the Trishaw is in roadworthy condition before undertaking the ride and after the ride;</li> <li>• Ensuring the safety and well-being of the passenger/s, the Pilot, the Co-Pilot him/herself, all other people who may interact during the ride and the Trishaw itself;</li> <li>• Ensuring the enjoyment of all concerned, especially the passenger/s, and undertaking a befriending role;</li> <li>• Record-keeping as required, e.g. logging and recording the ride, including incident and/or accident reporting and reporting to the Chapter Captain any challenges encountered during the ride and/or any mechanical faults.</li> </ul>
<p><b>Skills, qualities and experience</b></p> <ul style="list-style-type: none"> <li>• If the Co-Passenger is under 16, s/he must be accompanied by a responsible adult. Note that the responsible adult may be the Trishaw's pilot.</li> </ul>	<p>A Volunteer Trishaw Co-Passenger must:</p> <ul style="list-style-type: none"> <li>• Be aged 16 or over; (<i>see note opposite</i>)</li> <li>• Be patient and empathetic;</li> <li>• Be reliable, enthusiastic and a team player and support the Pilot so that s/he can operate to the level trained and to high standards;</li> <li>• Be able to listen, communicate and relate to all people with whom s/he interacts, especially passengers in all categories;</li> <li>• Be committed to the progress of the Chapter and to CWAS.</li> </ul>

## 5: CHAPTER ADMINISTRATOR

<p><b>Role</b></p>	<p>The Chapter Administrator is responsible for carrying out the administrative tasks of the Chapter and for assisting the Chapter Captain in ensuring that all governing CWAS and any statutory procedures are observed.</p>
<p><b>Training</b></p>	<p>It is not anticipated that any training will be required or offered for this role but all CWAS staff will support a Chapter Administrator in any way required to carry out this role.</p>
<p><b>Main Tasks</b></p>	<p>Responsibility for:</p> <ul style="list-style-type: none"> <li>• The system for booking Trishaw rides and communicating, as required, with all parties involved;</li> <li>• Ensuring that all volunteers in the Chapter receive all communications (e.g. from CWAS) and notifications promptly and accurately;</li> <li>• Ensuring that the Chapter Captain is kept fully informed of any communications from CWAS and/or Chapter members and especially of any accident or incident reports or reports of Trishaw mechanical faults;</li> <li>• Collating, retaining and, as required, passing on to CWAS all necessary records, e.g. Trishaw Ride Logbook; battery charging schedule; Trishaw (maintenance) logbook; incident/accident records.</li> </ul> <p><i>NB: The administrator may also maintain records of fund-raising activities and other financial records of the Chapter but it is anticipated that this role will, in most circumstances, be undertaken by a nominated treasurer. Ultimate financial responsibility will rest with the Chapter's Captain.</i></p>
<p><b>Skills, qualities and experience</b></p>	<ul style="list-style-type: none"> <li>• Excellent organisational, administrative, communication, writing and IT skills;</li> <li>• Enthusiastic, with the ability to relate to people, to listen and to communicate.</li> <li>• Passionate about supporting other Volunteers and the Chapter Captain.</li> <li>• Committed to the progress of the Chapter and to CWAS.</li> </ul>



## 6: MAINTENANCE PROVIDER / MECHANIC

<p><b>Role</b></p>	<p>A Maintenance Provider / Mechanic carries out any required maintenance on a Trishaw, enters the required information into the Trishaw Logbook and communicates it to CWAS as required.</p>
<p><b>Training</b></p>	<p>A Maintenance Provider / Mechanic must be able to demonstrate to CWAS that s/he is appropriately experienced and (preferably) qualified and must be approved for this role by CWAS Operations Manager and Compliance Support Consultant.</p>
<p><b>Main Tasks</b></p>	<ul style="list-style-type: none"> <li>• Carrying out regular maintenance to ensure that the Trishaw/s is/are always fit for purpose and service delivery;</li> <li>• Liaise with CWAS on the supply of any parts needed and any major maintenance issues prior to undertaking any work on major repairs or those which are subject to warranty claims;</li> <li>• Rectify any faults that are reported by the Pilots or any service user;</li> <li>• Complete the necessary record of maintenance on the Trishaw Logbook and communicate details to CWAS as specified.</li> </ul>
<p><b>Skills, qualities and experience</b></p>	<p>Volunteer Maintenance Providers / Mechanics must:</p> <ul style="list-style-type: none"> <li>• Be at least 16 years of age and be proficient in cycle maintenance;</li> <li>• Comply with the health and safety standards required by CWAS for the maintenance of its trishaws.</li> <li>• Attend any training courses run by CWAS which will be focused on sharing information, technical knowledge and good practice.</li> <li>• Be committed to the progress of the Chapter and to CWAS.</li> </ul>

## 7: VOLUNTEER PILOT TRAINER

<p><b>Role</b></p>	<p>A Volunteer Trishaw Pilot Trainer trains other Trishaw Pilots. An aspiring Pilot Trainer must have completed sufficient Trishaw rides as a fully trained Pilot to be proposed by the Chapter Captain as a competent trainer.</p>
<p><b>Training</b></p>	<p>A Pilot Trainer will undergo specific trainer training as determined by CWAS and will only be entitled to train other pilots once this has been completed satisfactorily, as assessed by CWAS' Operations Manager or designated representative. Pilot Trainers will be required to undertake refresher trainer training at a frequency determined by CWAS, but not less than once a year.</p>
<p><b>Main Task</b></p>	<p>A Pilot Trainer's main task is to ensure that any Trishaw Pilot s/he is training completes each stage of the 5-stage training course to a satisfactory standard, and the 5-stages overall sufficiently satisfactorily to pass final assessment. In summary: The Pilot Trainer must ensure that any Trishaw Pilot s/he is training is competent in: choosing and risk-assessing rides; ensuring road-worthiness of the Trishaw; ensuring the safety of everyone involved in or encountered during a ride; ensuring the enjoyment of all concerned, especially the passenger/s; able to interact engagingly; record-keeping and reporting .</p>
<p><b>Skills, qualities and experience</b></p>	<p>A Pilot Trainer must:</p> <ul style="list-style-type: none"> <li>• Be aged 16 or over;</li> <li>• Have completed sufficient rides to be deemed competent in the role as a Trainer;</li> <li>• Be responsible, patient and empathetic with a natural aptitude for and interest in passing on knowledge and skills;</li> <li>• Operate to high standards;</li> <li>• Be genuinely interested in all aspects of a Trishaw Pilot's responsibilities, especially the safety requirements and understanding the mechanical aspects of the Trishaw;</li> <li>• Be organised, an excellent planner, good time-keeper; reliable, enthusiastic, a team player;</li> <li>• Be able to listen, communicate and relate to all people with whom s/he interacts, especially pilots undergoing training;</li> <li>• Be committed to the progress of the Chapter and to CWAS.</li> </ul>

## NEXT STEPS

Hopefully the above information has helped you decide in which way/s you would like to volunteer for Cycling Without Age Scotland.

However, we do understand that you may have questions or require more information. If so, please contact the person who introduced you to CWAS or contact our Head Office by e-mailing [info@cyclingswithoutage.scot](mailto:info@cyclingswithoutage.scot) or telephoning us on **01324 467 272** and we'll do all we can to help.

As soon as you've decided the volunteering role/s you'd like to undertake, please complete and submit the **Volunteer Application Form**, which you have hopefully already been sent, and we'll do all we can to get you into the Cycling Without Age Scotland family as soon as possible.

If you haven't got the form, please contact us as above and we'll get one to you a.s.a.p.

**We look forward very much to you becoming part of this amazing team!**